

# **Inviting Program Participants to Complete Program Evaluation Forms**

## **Directions for Staff**

NOTE: The staff member who asks the program participant to complete the form should ideally not be the person who has just delivered the service. For small programs where this is not possible, be sure to follow these guidelines even more carefully, and NEVER take a completed form directly from a program participant.

### **Stress the following things to the survivor when you ask her to complete a survey:**

- 1) You understand she is busy and you really appreciate her taking the time to complete a survey.
- 2) Stress that the survey will only take a few minutes to complete.
- 3) Explain that your program takes survey results seriously and makes changes to services based on feedback received.
- 4) While you really would appreciate her feedback, completing the survey is completely voluntary.
- 5) Make sure program participants receive either a pencil, or black or blue ink pen to complete the survey.
- 6) Provide a private and quiet place for the program participant to complete the survey.
- 7) Provide a way for the program participant to keep a copy of the survey if desired.
- 8) Explain that it's very important staff does not know who completed what survey and that a number of procedures are in place to make sure staff doesn't know who said what.

For example:

- Show the program participant where to put the completed survey. Either provide a locked box or a sealed envelope or direct the program participant to another staff person who collects the surveys.
- Mention that surveys are only checked once a month (or once a quarter for even smaller programs) so that staff has no idea who completed them.
- Ask if program participant has any questions or concerns.

Some program participants will tell you that they want you to know what they said. When this happens, thank them but remind them that you'd rather they do the survey in confidence.